Province: Municipality(Lim344) - Schedule of Service Delivery Standards Table

Description Standard	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency)	Once a week
Premise based removal (Business Frequency)	twice per week
Bulk Removal (Frequency)	As and when it required
Removal Bags provided(Yes/No)	no
Garden refuse removal Included (Yes/No)	No
Street Cleaning Frequency in CBD	Daily
Street Cleaning Frequency in areas excluding CBD	Daily
How soon are public areas cleaned after events (24hours/48hours/longer)	24 Hours
Clearing of illegal dumping (24hours/48hours/longer)	24 Hours
Recycling or environmentally friendly practices(Yes/No)	Yes
Licenced landfill site(Yes/No)	Yes
Electricity Service	
What is your electricity availability percentage on average per month?	95
Do your municipality have a ripple control in place that is operational? (Yes/No)	no
How much do you estimate is the cost saving in utilizing the ripple control system?	n/a
What is the frequency of meters being read? (per month, per year)	1 per month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Average of three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Three Months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	from immediate to at least 6 hours. Severe cases up to one day
Are accounts normally calculated on actual readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	no
How long does it take to replace faulty meters? (days)	1 day
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	No
How effective is the action plan in curbing line losses? (Good/Bad)	n/a not related
How soon does the municipality provide a quotation to a customer upon a written request? (days)	30
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	90
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	14
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	90
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	24 Hours
Time taken to repair a single pothole on a minor road? (Hours)	24 Hours
Time taken to repair a road following an open trench service crossing? (Hours)	72 Hours
Time taken to repair walkways? (Hours)	24 Hours
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	One Month
Do you have any special rating properties? (Yes/No)	No
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
Are the financial statement outsources? (Yes/No)	No
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?	Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?	30 Days
Administration	
Reaction time on enquiries and requests?	3 working days
Time to respond to a verbal customer enquiry or request? (working days)	Same day
Time to respond to a written customer enquiry or request? (working days)	7 working days
Time to resolve a customer enquiry or request? (working days)	7 working days
What percentage of calls are not answered? (5%,10% or more)	We don't analyze data
How long does it take to respond to voice mails? (hours)	We don't analyze data
Does the municipality have control over locked enquiries? (Yes/No)	No
Is there a reduction in the number of complaints or not? (Yes/No)	We don't analyse data
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 Day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	as and when there is a need
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	91. Eight Minutes (8)
How long does it take to renew a vehicle license? (minutes)	92. Six Minutes (6)
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	93. SEVEN DAYS (7)
How long does it take to de-register a vehicle? (minutes)	94. Seven Minutes (7)
How long does it take to renew a drivers license? (minutes)	95. Seven Minutes (7)
What is the average reaction time of the fire service to an incident? (minutes)	96. Not Applicable
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	97. Not Applicable
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	
Economic development	
How many economic development projects does the municipality drive?	4
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	4
What percentage of the projects have created sustainable job security?	6
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	No
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	Yes
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes